

Activities	Output	For	Timeframe	Accountable	Outcomes	Short-Term			Intermediate			Long-Term Outcome				
						Indicators	For	Timeframe	Source	Outcomes	Indicators		For	Timeframe	Source	
1- Outreach to Newcomer Communities (Publish & distribute resource information about Settlement Counselling Services and programs and conduct presentations at community centres and to SPO)	<ul style="list-style-type: none"> Establish external partnerships with other SPO for referrals. Distribute newcomer outreach flyers, and brochures. Program presentations to schools, local organizations and community groups. Carry out advertisement on local ethno-specific media about services and programs. Program displays at community events and functions and present available services to newcomers. Publish settlement services and policy related information on local print and electronic media. 	SCS	Quarterly	Manager	1.1- Newcomers access Settlement Counselling Services and associated programs.	<ul style="list-style-type: none"> SCS will take on 2000 first time clients. 1. 75% of them will be in Canada less than a year. 2. At least 80% will speak more than 30 different languages. 3. At least 90% would participate educational and orientation workshops. 4. 20% will be speak either English or French, 25% will be secondary migrants, 40% will be CR's, 15% will be FC, 30% ND, 15% will be others and inland category. 5. 20% of them will be GAR's and will access Settlement Health Services 6. 30% of the GAR's will be youth. • SCS will serve 6000 returning clients • Both new and returning clients would access information and orientations for further services and be referred to other programs. 	Monthly projections	File & Stats	2.2 - Newcomers access appropriate services and programs are directed to the proper counselling services to meet their need.	<ul style="list-style-type: none"> Approximately 90% will access further SCS services. 1. 45% would be Male and 55% Female. 2. 10% would access housing related services. 3. 30% would access support services (income security, employment income, and financially related services). 4. 25% would access immigration and family reunification services. 5. 35% would be service bridging activities and case management. • 90% of clients reached would also access further orientations. • 30% would access Settlement Health services. • 30% of clients would request assistance with employment and referrals • 70% would access Bridging of Services (Housing, immigration, income and Family Services). 	SCS	Monthly	SCS Statistics			
		NC	Quarterly	Settlement Counsellors & Volunteers.			Intake Data									
		SCS	Quarterly	Manager & Settlement Counsellors			ISAP/NSP Statistics									
		NC	Quarterly	Settlement Counsellors			Intake Data									
		NC	Quarterly	Settlement Counsellors			Client Registrations									
2- Intake and Needs Assessment (Provide and identify services needed by newcomers and develop short-term goals for resettlement)	<ul style="list-style-type: none"> Client Status & Registration • Provide orientations and information. Identify key roles and responsibilities. Identify jointly key needs for short-term resettlement (housing, health, financial and etc) Provide options to clients and layout strategies for achieving short-term goals. • Provide appropriate referrals to other SISO programs and services as well as community resources. 	NC	Monthly	Manager	2.1- Newcomers receive information pertaining to their settlement needs and are connected with appropriate services.	SCS	Quarterly	File Review/ Survey	<ul style="list-style-type: none"> • SCS will follow up with 70% of newcomers to identify usefulness of information and orientation provided. • 80% would report accessing services identified at their initial needs assessment. • 100% newcomer clients would have identified issues and Settlement Counsellors have developed plans to resolve them and provided options. • Referral to appropriate services and resources in the community. • Further follow up planned. 	NC	Monthly	File Review	<ul style="list-style-type: none"> • 75% of newcomers would report receiving information and Referral appropriate to their needs. • 90% of newcomers would access Language appropriate services to meet their needs. • 100% GAR's would access ISAP Health Services. • 80% of newcomers would report accessing employment and training services. • 80% Newcomers would report they are meeting their re-settlement needs. • 80% would report they can use information gained properly and are benefiting from it. 	SCS	Quarterly	Survey
		NC	Monthly	Settlement Counsellors		File Review										
3- Orientation, Information & Referral (Design, deliver and facilitate workshops for supportive care and skills building for newcomer groups, individuals and other SPOs)	<ul style="list-style-type: none"> • SCS will invite 2000 new & returning clients for purpose of providing orientation, training and skills building. • SCS will hold at least 70 Newcomer orientation and information sessions. • Clients will attend language specific orientations for optimal delivery of messages. • 600 participants will attend Health Care, 240 will attend PPC, 300 will attend Senior's Workshop, 150 will attend Citizenship, 250 will attend Immigration and 460 will attend income security and budgeting. 	NC	Quarterly	Settlement Counsellors	3.1- Participating Newcomers would report gaining new and useful information about their re-settlement needs and access community resources.	SCS	Monthly	File & Stats	3.2- Newcomers receive information and training necessary to carry out their daily activities and have increased knowledge about Canadian society and have more confidence in accessing community resources.	<ul style="list-style-type: none"> • At least 300 newcomer participants surveyed within six months of receiving services will report greater independence. • At least 75% of those attended workshops and orientation will report using skills and information gained to better and further their lives. • At least 70% of isolated seniors and women report self-esteem and independence as result of training workshops. • 70% of participating newcomers would report information gained directly impacts their re-settlement. 	SCS	Quarterly	Survey/File Review			
		NC	Monthly	Settlement Counsellors		Survey/File Review										
		NC	Monthly	Settlement Counsellors		Survey/File Review										
		NC	Monthly	Settlement Counsellors		Survey/File Review										
4- Settlement Counselling (Provide supportive counselling and identify options that would enable them to address and tackle their resettlement needs as well as implement strategies for adjustment to Canadian life.)	<ul style="list-style-type: none"> • SCS will take on 500 new clients and provide them with options and strategies to resolve identified issues of resettlement and plan for follow up. • SCS will serve 6000 returning clients and continue to provide them with supportive counselling. • SCS will at least refer 100 newcomers to other services and resources in the community. • SCS will provide supportive counselling in areas of resettlement, housing, life skills, immigration, citizenship, education, income, parenting, healthcare, interpretations, daycare subsidy and service bridging. 	NC	Quarterly	Settlement Counsellors	4.1- Newcomers have realistic expectations and are using strategies developed jointly with them by Settlement Counsellors to further develop and establish their future in Canada; newcomers have received sufficient information pertaining to their settlement needs and are putting it to use.	SCS	Monthly	File Review	4.2- Settlement Counselling Clients are meeting their re-settlement needs and feeling confident and self assured that their resettlement objectives will be completed in less than a year.	<ul style="list-style-type: none"> • At least 200 clients received services from Settlement Counselling will be surveyed. 1. Clients surveyed will report that they are satisfied with services and are meeting their resettlement objectives. 2. Clients surveyed will report that they feel empowered and can take part of community development and contribute. • 80% of clients surveyed will report that they are fully prepared for new life in Canada. • 75% would report that Settlement Counselling Program has empowered them to address their resettlement needs. 	SCS	Quarterly	Survey/File Review			
		NC	Quarterly	Settlement Counsellors		Survey/File Review										
		NC	Monthly	Settlement Counsellors		Survey/File Review										
		NC	Monthly	Settlement Counsellors		Survey/File Review										
		NC	Monthly	Settlement Counsellors		Survey/File Review										
5- Settlement Health Program (Provide health assessments and screening as well as facilitating access to healthcare services; organize and conduct health education in client's delivery needs, medications and medical diagnosis.)	<ul style="list-style-type: none"> • Settlement Health Program will take on 400 new clients and provide assessments, screening and link them with family physicians and local health care services. • SCS's Health Program will serve at least 150 GAR clients with post-trauma and link them with professional and vocational therapy. • SCS will serve 120 children and provide them access to the SCS's Paediatric Clinic. • SCS will at least refer 90% of the clients to other health clinics, labs and hospitals. • SCS's health program will hold 19 Health Care workshops and orientations in nutrition, cancer awareness, diabetic education, health care systems, reproductive health, women's health and vaccine and immunizations. • SCS' Health Program would identify and follow up with medical surveillance cases as mandated. 	GAR/ NC	For the Year 06-07	Manager	5.1 - Newcomer refugees have access to health care services and professionals. Newcomers are treated and cared for their health related issues. Newcomer refugees have realistic expectations and are using information provided to better their health.	SCS	Monthly	File Review	5.2- GAR clients are healthier as result of early intervention from SCS' health program. Serious health problems are prevented and treated for. All clients have accessed medical doctors and have family physicians and report healthier.	<ul style="list-style-type: none"> • At least 200 clients who receive health services will be surveyed. 1. Clients surveyed will report that they satisfied and feel healthier as result of the early intervention. 2. 80% of client suffering from post trauma would report that they have learned mechanism of coping with their trauma and are feeling confident it not hinder them from becoming useful members of society. 3. Clients surveyed will report that they feel confident that they can easily access medical facilities and resources in the community. • 80% of clients surveyed will report that they are fully prepared for and understand the Canadian health care system. • 50% would report that Settlement Health program has prevented serious health care problems and feel confident and happy about using the program. 	SCS	Quarterly	Survey/File Review			
		GAR/ NC	Quarterly	Settlement Health Worker/ Counsellor		Survey/File Review										
		GAR/ NC	Semi-Annually	Settlement Health Worker/ Counsellor		Survey/File Review										
		GAR/ NC	Monthly	Settlement Health Worker/ Counsellor		Survey/File Review										
		GAR	For the Year 06-07	Settlement Health Worker/ Counsellor		Survey										
		GAR	Monthly	Settlement Health Worker/ Counsellor		Survey										
		GAR	Monthly	Settlement Health Worker/ Counsellor		Survey										
6- Community Development (Develop and recruit various community groups for the purpose of strengthening settlement and integration efforts in the City of Hamilton and enable them to address and tackle resettlement needs of the immigrants.)	<ul style="list-style-type: none"> • SCS will provide training and leadership to immigrant groups. • SCS will recruit volunteers to assist with the resettlement needs and provide support role. • SCS will refer newcomer clients to their respective community groups for additional support and assistance. • SCS will refer non-eligible clients to other community services and community groups for assistance. • SCS will closely work with HOST program for the recruitment and identify possible groups for potential partnership. • SCS will participate in community events for building relationships and engage supportive role. 	NC	Quarterly	Manager	6.1 - Newcomers have access to their respective community groups and are receiving support. SCS will have access to volunteers who can provide additional support to the program.	SCS	Quarterly	File Review/ Survey	6.2 - Community groups are empowered to assist in the re-integration of newcomers into Canadian Society and help prevent isolation of newcomers.	<ul style="list-style-type: none"> • At least 200 clients received services from Settlement Counselling Services will be surveyed. 1. Clients surveyed will report that they are integrating well into Canadian society and feel that they are also part of their culture as result of community connections. 2. Clients surveyed will report that they feel connected to their heritage and are part of Canadian society as well. • 80% of clients surveyed will report that they are satisfied with volunteers from their community helping them with settlement needs 	SCS	Quarterly	Survey/File Review			
		SCS	Quarterly	Settlement Counsellors		Survey/File Review										
		SCS	Quarterly	Settlement Counsellors		Survey/File Review										
		SCS	Monthly	Settlement Counsellors		Survey/File Review										
		NC	Monthly	Settlement Counsellors		Survey										
7- Community Partnerships (Develop, manage and strengthen community partnerships for providing quality services to newcomer clients. Build community coalitions for support and building common vision.)	<ul style="list-style-type: none"> • SCS will maintain and strengthen existing partnerships. • SCS will work closely with SISO's other programs for case coordination and continuum services. • SCS will seek a new partnership which provides mutual services to immigrant clients and refugees. • SCS will network with other service providers for feedback and improve Settlement Counselling Program. • SCS will provide client referrals to partner agencies for providing services not offered by SCS' programs. 	SCS	Quarterly	Manager	7.1 - Newcomers have access to various services and resources in the community. SCS will also have access to various choices and clients benefit from the diverse services available.	SCS	Semi-Annually	Survey	7.2 - Community partners would provide access to resources and additional services to newcomer clients. SCS will also gain support and smooth delivery of much needed services by clients.	<ul style="list-style-type: none"> • At least 75% of clients would access the services of partner agency of programs. • 100% of partners would share common vision with SCS programs and Services. • Partnering agencies and programs would strengthen and compliment SCS services. • Partner agencies and program would provide feedback to improve existing services. • Partnering agencies would receive and provide services to non-eligible clients. 	SCS	Semi-Annually	Partnership Review			
		NC	Monthly	Settlement Counsellors		Partnership Review										
		SCS	Quarterly	Manager		Partnership Review										
		SCS	Monthly	Settlement Counsellors		Partnership Review										
		SCS	Monthly	Settlement Counsellors		Partnership Review										
		NC	Monthly	Settlement Counsellors		Partnership Review										
		NC	Monthly	Settlement Counsellors		Partnership Review										

Immigrants and refugees are fully participating in the economic, social and political development of the Canadian society and are fully integrated and lead productive lives.